

B2
cont'd
a1
cont'd

cumulative record, including an entry corresponding to the relevant column, is modified to reflect interaction information contained within the interaction record.

7. (Amended) The method of claim 1, wherein the interaction information included within the interaction record comprises a plurality of information items, and the modifying of the cumulative record comprises performing a data operation with respect to processed information items included within the cumulative record, the processed information items corresponding to at least one information item included within the interaction record.

gib
a2

14. (Amended) A process for processing customer interaction records within a customer interaction system, the process including:

a first processor to receive a first record including interaction information describing a customer interaction and to identify a cumulative record to which the first record contributes; and

a second process to modify the cumulative record to reflect the interaction information contained within the first record.

Sub
B1
a3

19. (Amended) The process of claim 14, wherein the first process identifies the cumulative record from among a plurality of cumulative records, each of the plurality of cumulative records comprising a row of a result set that includes a plurality of columns, each column specifying a data operation that determines how the cumulative record, including an entry corresponding to the relevant column, is modified to reflect the interaction information contained within the interaction record.

20. (Amended) The process of claim 14, wherein the interaction information included within the interaction record comprises a plurality of information items, and the second process modifies the cumulative record by performing a data